

*DELAWARE EMERGENCY MEDICAL SERVICES OVERSIGHT
COUNCIL*

MEETING MINUTES

May 17, 2017

The meeting was called to order by Chairman Robert Stuart, Delaware State Fire School, Classroom 5 in Dover. Those in attendance were as follows:

Council Members

<i>Robert Coupe</i>	<i>Dept. of Safety & Homeland Security</i>
<i>Ted Walius</i>	<i>DVFA</i>
<i>Ross Megargel</i>	<i>State EMS Medical Director</i>
<i>Glenn Luedtke</i>	<i>Sussex County Member at Large</i>
<i>Larry Tan</i>	<i>New Castle County EMS</i>
<i>Alan Robinson</i>	<i>Fire Prevention Commission</i>
<i>Romain Alexander</i>	<i>Governor's Office</i>
<i>Mike McMichael</i>	<i>DVFA Ambulance Committee</i>
<i>Jason Baxley</i>	<i>DSP Aviation (Alt.)</i>
<i>Bruce Nisbet</i>	<i>Medical Society of DE</i>
<i>Maria Diaz</i>	<i>EMSC</i>
<i>Michael Polnerow</i>	<i>New Castle County Member at Large</i>

Council Staff

<i>Diane Hainsworth</i>	<i>OEMS</i>
<i>Jacki Poore</i>	<i>OEMS</i>

Guests in Attendance

<i>MarySue Jones</i>	<i>OEMS</i>
<i>Warren Jones</i>	<i>DVFA</i>
<i>Sarah Davis</i>	<i>DEMA</i>
<i>Matthew Laick</i>	<i>DSHS</i>
<i>Richard Short</i>	<i>Sussex 911</i>
<i>Robert Newnam</i>	<i>DSFS</i>

I. INTRODUCTIONS

DEMSOC members, staff and guests introduced themselves.

II. APPROVAL OF MINUTES

The minutes from the February 15, 2017 meeting were reviewed and approved.

III. PUBLIC HEALTH PREPAREDNESS UPDATE

Diane Hainsworth reported on the Hospital Preparedness Program (HPP). She stated that there has been a recent worldwide cyber-attack that could affect the healthcare systems. There are conference calls taking place every day between DHSS and Homeland Safety & Security, they have pushed the call info to hospital's so they are able to have their IT listen in on the calls. She reported that they had the opportunity to attend a weeklong event in regards to healthcare coalition leadership at the Centers for Domestic Preparedness. As a result there has been a meeting scheduled with EMS leads, local & state EMA's, OEMS and Hospital Emergency managers to discuss what resources DE has. For instance the Ambubus, a 144 body capacity mobile morgue trailer, a mass fatality trailer (holds 28 bodies), a water purification system, an oxygen generating system and a large cache of PPE for highly infectious disease. She stated that they are moving forward with the Stop the Bleed campaign having purchased a computer generated mannequin to train first responders and then various community groups. They have also ordered stop the bleed kits. She stated that they are moving forward with the Opioid issue with the annual drug monitoring initiative report, the first quarter report should be out by next week, and as soon as they have approval they will send the confidential report out to the group.

IV. NEW BUSINESS

1) Text2-911

Matthew Laick, 911 Coordinator for the State of DE, reported that in the next two months they are going to have the ability to accept text messages to 911. He brought up a question to the group that there was a law passed in 1999, House Bill 332 (EMS Improvement Act), that puts standards and time constraints on how a 911 call is EMD'd and dispatched, should a text to 911 be handled differently than a call and would the same standards apply as with a phone call? Should it possibly be treated like a TDD call? Richard Short brought up that the Text2-911 has been implemented through Priority Dispatch. It has been implemented in very few states so there hasn't been much feedback. Some states that have it treat it as a phone call and others treat it differently.

The group discussed and asked that dispatchers come up with a position paper or an issue paper, similar to something that would be created for an EMS pilot project. The document would contain performance measures/capabilities as well as pros and cons of the system, after completion it could then be brought back and presented to DEMSOC in writing.

VIII. OLD BUSINESS

1) Agency Reports

New Castle County

Chief Tan provided some follow-up from the last DEMSOC meeting.

Delaware Resuscitation Academy: New Castle County EMS hosted the 2017 Delaware Resuscitation Academy on March 23-24, 2017. Representatives from the receiving hospitals were included in the academy participants to facilitate a smoother transition of care for sudden cardiac arrest patients. The program received favorable comments from the participants.

Paramedic Academy Class: All 11 personnel in the Paramedic Academy Class successfully completed the National Registry Paramedic examinations and were approved by the State EMS Office for entry into the field certification process. They remain in the field certification process, and all reports are positive and that they are progressing.

Selective Certification (“Ready-Medics”): Two (2) of the four (4) selective certification candidates have completed the field certification process and are released to full duties. The remaining two candidates are continuing to make progress.

Sudden Cardiac Arrest Survivor’s Reunion: New Castle County EMS hosted their 5th annual Sudden Cardiac Arrest Survivor’s Reunion on March 1, 2017. This year’s event resulted in citations to 34 civilians, 8 emergency communications personnel, 175 members of the fire service, 26 law enforcement officers, 18 basic life support EMS personnel, and 60 New Castle County Paramedics. Over the past five years, the annual event has resulted in 1,100 citations being issued to individuals that contributed to the successful hospital discharge of a sudden cardiac arrest patient in New Castle County. New Castle County only recognizes cases involving a discharge with the highest level of brain performance.

Opioid Overdose Epidemic: Chief Tan reported that New Castle County EMS met with representatives of the healthcare community to discuss options for dealing with the national opioid overdose epidemic. New Castle County has been noting the effects of the epidemic on the EMS system through higher call volume and strained advanced life support (ALS) resources. New Castle County has been designated a High Intensity Drug Trafficking Area (HIDTA), and is starting to hear projections that they could realize a significant surge in out-of-hospital overdose cases in 4-5 years. The potential for a significant surge in overdose cases is pointing to the need for the EMS system to immediately begin planning for sufficient staff and resources to address the potential surge. It also raises concern over the possibility that further increase in out-of-hospital overdose cases could negatively impact other pre-hospital EMS patients due to lack of

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available EMS resources. Chief Tan recommended development of a “system of care” for overdose cases that brings available resources to bear in an effort to reduce repeat EMS responses to the same patients for the same dependency issues.

DSP

Jason Baxley reported that they just took possession of 133 doses of Narcan. Their plan is to have 3 doses with every patrol, 1 dose on every special unit, as well as 1 dose at every troop at the desk. They are looking at changing field testing procedures to better protect when handling substances, i.e. thicker gloves.

OEMS

Diane Hainsworth reported that the 2016 DEMSOC annual report is completed and was delivered to the governor’s office and Legislative Hall on time.

The office has purchased bariatric med sleds, they will be working with Fire Commission as well as ALS agencies to distribute them as appropriate.

She reported that Senate Bill 35 goes for vote today. That is the REPLICA Act. They have requested an amendment added, which was added, that OEMS, Fire Commission, and the Division of Professional regulations will work together to promulgate regulations in regards to implementation of REPLICA. It is similar to the Nursing Licenses Compact, it would make Delaware a Compact state. There are concerns on how to implement and how to ensure that people coming to our state have the capabilities they need to perform in our state, those concerns will be worked through under the regulatory process.

She gave an ImageTrend update. They are looking to go to the new Nemsis 3.0 version beginning in January. There is a specific Opioid section within the new version. They will be looking for representatives from the EMS community to review chart layouts around the September, October timeframe.

Medical Direction

Ross Megargel reported that Standing Orders were revised and went live May 1st, they are available on the OEMS website.

He reported that they have concerns about a new 4mg dose narcan, they are opposed to it, only need minimal amounts enough to keep the patient breathing. There is a counseling program run by Christiana Care called Project Engage that puts counselors in the ED’s to counsel at the bedside.

They attending a cadaver lab yesterday with paramedic students and residents.

They are currently doing NREMT testing at Del-Tech.

They are holding a base station course next Tuesday May 23 from 8-12.

He reported that while the DMOST form (Do Not Resuscitate) has been in place for over a year, they are seeing a hybrid form being generated by nursing homes and hospice that do not meet state law. These forms have made it confusing and not helping determine the patients’ true wishes.

EMSC

Maria Diaz reported that they completed site visits for Smyrna ED and Middletown ED, both were granted Level 4 status within the Pediatric Emergency Care facility recognition program. She stated that every hospital and every freestanding emergency department in Delaware now voluntarily participates in the program. While their focus has been on Pediatric readiness within hospitals, they have been asked on a national level to focus Pediatric Readiness within EMS agencies. Their upcoming performance measures they would like to have more EMS involved in Pediatric Readiness.

The next EMSC meeting in August 22, 2017.

DVFA Ambulance Committee

Mike McMichael reported on behalf of the State EMS Association president, Matt Gajdos, they are still making progress statewide. Their next meeting is Thursday, June 22, 2017. They have requested submissions for a new logo, so far they have a few. He reported that their EMS CEU classes are going to be reduced. They have requested submission letters for nominees for their annual awards, they are looking to honor paramedics, instructors, heroes and EMS personnel the longest. He reported that he attended EMS on Capitol Hill for the 9th year in a row, this year was the most attended year. He brought up issues including staffing issues and mental health issues of EMS personnel to name a few.

Sussex County Member-At-Large

Glenn Luedtke reported that the event system, which collects data on patient outcomes among other things, they have noticed that there is an increase in the number of attacks on EMS personnel. He reported that the EMS Safety Foundation was represented at a conference in Germany which is the largest EMS equipment conference in the world. There are lots of changes to stretchers and vehicles which can be viewed on their website at Emssafetyfoundation.org.

Sussex County

The Sussex County EOC currently has no vacancies.

Rehoboth 911 Center relocation: The Rehoboth 911 Center relocated its personnel and operations to the Sussex County 911 Center in Georgetown effective Monday, 9/21/15. The City of Rehoboth is constructing a new multi-purpose complex that will include a new 911 Center, Police Department and Conventions Center. The estimated completion date is the spring of 2018.

Smart911: The County continues to promote its new high-tech tool designed to give first responders critical information about those in need when seconds count. Smart911™ is an online service that allows any Sussex County resident to create

a Safety Profile for his or her household, and pre-load information in that profile should someone ever need to call 9-1-1. The service, which is voluntary and free to use, is unique in that it allows users to control their information. This travels with them wherever they may go in the United States, so long as another jurisdiction uses the Smart911™ program. The service is available at www.smart911.com. Smart911™ is especially helpful for people with specialized conditions, those with young children, or who utilize mobile phones. Mobile phones, unlike home or business phones, do not have physical addresses associated with them. This could potentially cause delays to response and treatment. To date, over 3,600 Sussex County residents have created profiles in the Smart911 database.

PulsePoint: The County is in the process of implementing PulsePoint. PulsePoint is a program that uses a specialized application, via GPS, to identify first responders and community members who know CPR within a ¼ mile of a cardiac arrest. Furthermore, using PulsePoint AED, the application can identify a known AED in a public environment and have a trained provider respond as well. The goal is to use the power of the CAD system to reach out to trained bystanders, and those with AED's, to respond to cardiac arrest calls in an effort to increase a victim's chances of surviving a cardiac arrest. They have just released the app to the public and are in process of AED location verification. They had their first successful pulse point app responder arrive and start CPR prior to the arrival of EMS units.

Storms: Winter is over and the Sussex County EOC is preparing for the 2016/2017 Hurricane season. The Delaware Emergency Management Agency (DEMA) reminds residents that hurricane season along the Atlantic coast begins on Sunday, June 1st, and runs through the end of November. The National Oceanic and Atmospheric Administration's (NOAA) Climate Prediction Center says there is a 70% chance that the Atlantic hurricane season will bring six to eleven named storms, and that three to six will become hurricanes with two of them coming between categories 3 and 5.

Sussex County EMS

Personnel: They currently have 10 vacancies. They are actively recruiting for new employees. Specifically, out-of-state candidates, as well as in-state graduates from DTCC and other local and regional training centers.

Reorganization: Sussex County EMS has reorganized and they now have two divisions, Operations and Administration. Robbie Murray is the new Deputy Director of Operations and Jeff Cox is the new Deputy Director of Administration. They also have two new Shift Commanders, Jay Shine and Mark Sheridan, who are in charge of day-to-day operations of the department. Rob Mauch is their new Manager of Quality and Standards, and Ed Engdahl is their

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new Education Coordinator. Additionally, Greg Eyler is the new Field Training Officer Supervisor and four new field supervisors.

Paramedic Station 104/100: They are in the final stages of constructing their new combined Supervisor/Paramedic Station on Plantations Road between Five Points and Rt. 24. The new station will be similar, but larger, to their new stations in Ocean, View, Long Neck and Laurel, and will house Paramedic Unit 104 and the East District Supervisor, EMS 100. This new facility will replace their current rented space on Rt.1. The crews moved into the new station on May 16th 2017.

CARES Registry: Sussex County EMS continues to participate in the CARES Cardiac Arrest Registry. In 2016, our Utstein Survival rate for cardiac arrest witnessed by bystander and found in a shockable rhythm by EMS was 25%. The CARES average for this same survival criteria is 27.5% and the national average for all EMS Systems remains much lower. Their high survival rate is impressive considering our rural response area. SCEMS attributes this to widespread LUCAS device deployment and a seven-year dedication to high performance CPR, as well as a system wide push to improve cardiac arrest survival. They have seen an increase in the frequency of bystander CPR performance. This is attributed to their continued public outreach teaching hands only CPR and the continued efforts of the 911 dispatchers to provide pre-arrival CPR instructions.

Special Events: They are gearing up for another busy special events season again this year. They expect to participate in or support between 150 and 200 events again this year. They will be participating in several emergency preparedness drills, as well as providing paramedic coverage for multiple events throughout the year.

Heroin Overdoses: They have and continue to see an increase in heroin overdoses this year. This may be attributable to batches of heroin reported to be mixed/cut with Fentanyl, among other dangerous ingredients. The number of “saves” from these overdoses has been significant. In 2016, SCEMS responded to 440 overdoses where Narcan administration was necessary.

Phoenix Banquet: Their annual Phoenix Banquet to recognize and honor our EMS providers and survivors was held on Saturday, April 15, 2017, at 6:30 p.m. at Milton Volunteer Fire Department. The Sussex County Ambulance Association and Sussex County EMS honored 6 cardiac arrest survivors and more than 100 providers and citizens. The ceremony recognized those who participated in what the American Heart Association calls the “Chain of Survival” for a victim of cardiac arrest with a successful outcome. This includes early notification by 911 dispatchers with instructions on how to perform CPR, early CPR and early use of an Automated External Defibrillator (AED), followed by early advanced care and transport to a cardiac care facility.

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EMS Awards Ceremony: On Saturday, May 8, 2016, SCEMS held its annual EMS Banquet to recognize and honor our EMS providers and EMS partners at Selbyville Volunteer Fire Company. It was great to see all of the providers from ALS and BLS get together to recognize the accomplishments of those receiving awards for their efforts.

Professional Development: SCEMS has embarked on an initiative of professional development for all levels of leadership within the department. We have successfully held our first P3 (entry level manager) academy and the second is scheduled for later this month. They have started requiring online leadership training through our Learning Management System and have started incorporating skills based training (exposure, accident investigation etc.) for their leaders during our clinical continuing education sessions. They are formalizing additional forms of professional development that will be implemented over the next year.

Mobile Integrated Healthcare (MIH): They have initiated talks with Beebe Medical Center regarding MIH. They have spoken with the OEMS. Through the partnership with Beebe it is their hope to determine if there is a need that can be beneficial to each citizen of Sussex County. Their goal is to seek permission for a pilot program that is cost neutral to both the state and county. If they elect to move forward with MIH we will present a formal proposal to OEMS and the BMLD.

Rescue Task Force (RTF): They completed Rescue Task Force Level 2 training with Ocean View Police Department (OVPD) last June and we will be repeating the same training for their new hires and those who missed the initial training. OVPD hosted the initial training and several other municipalities from the surrounding area participated. Their paramedics participated in the four-hour long training that focused on providing EMS care in the warm zone of an active shooter incident. A state-wide task force has been assembled that is looking at identifying a standard for training and a standardized approach to carrying RTF equipment and supplies.

Training & Education: They switched to the Air Traq video laryngoscope system-wide after undergoing initial training in the fall during their cadaver lab continuing education day in November. The paramedics received refresher training in January in advance of the launch of the new Air Traq video laryngoscopes. Additionally, they used pig tracheas for our advanced airway training sessions in October where we practiced needle cricothyrotomies, a low frequency but high-risk procedure. Many of their paramedics were also able to attend advanced pediatric training conducted in collaboration with expert providers at Nemours/Al DuPont Hospital for Children.

Fire Commission

Alan Robinson reported that the commission meeting was held yesterday, several issues were discussed. Dr. Matthews gave a report on the Opiate crisis which brought up concerns about fentanyl and carfentanyl and how to protect EMS responders when not knowing if a patient has taken either drug. They also discussed EMT works hours and what to do about how to regulate how many hours worked without a rest. They discussed the scratch rate which is down to 9%, however one company, Marydel, has a rate of 29%. They requested a document from them outlining a 6 month plan on how they plan to resolve the situation. They did close one case and accepted one consent agreement. Their next meeting in June 20th.

DVFA

Warren Jones reported that they are in the middle of recruitment which runs April through July, the open house is this Saturday from 11-1 at all the fire houses in the state. They have been spending time a legislative hall, they are trying to move public safety out of grant and aid. They are still working towards getting funding for bullet proof vests.

VIIII. PUBLIC COMMENT